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QUESTION & ANSWER

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Exam : HP2-E50

**Title : Consultative Selling of HP
Mission Critical Technical
Services**

Version : Demo

1.What is NOT one of the benefits of a consultative style of selling for HP partner sales reps?

- A. customer satisfaction
- B. customer loyalty and repeat business
- C. customer education
- D. quota achievement
- E. decreased time spent in the sales process

Answer: C

2.What is an incorrect perception of a consultative selling approach.?

- A. The sales process is accelerated.
- B. It requires the sales person to lead the customer through a discovery discussion.
- C. The sales process becomes long and arduous.
- D. It drives need-based discussions.

Answer: C

3.What is a critical emphasis of consultative selling?

- A. selling beyond what the customer wants to what they need
- B. exploring all aspects of the customer's business so sales can make the most informed recommendation
- C. using questioning techniques so the customer will be able to determine their own needs
- D. meeting all customer requests for products and/or services

Answer: A

4.Which deliverable is NOT included with Proactive Select?

- A. assigned Account Support Manager
- B. selectable and scalable proactive services and solutions
- C. reactive support
- D. flexible pricing through the purchase of service credits

Answer: C

5.Which Mission Critical Service is NOT available as an HP Care Pack?

- A. Mission Critical Partnership
- B. Critical Service
- C. Critical Advantage
- D. Proactive24
- E. Proactive Select

Answer: C

6.Which deliverables are unique to Critical Advantage as compared to Critical Service? (Select two.)

- A. choice of hardware support, i.e., 6 hour call-to-repair, 24x7 on-site responses or 13x5 on-site response
- B. an assigned Account Support Manager
- C. virtual and physical technology review which recommends the Proactive Select services designed to address virtualized blade and rack mounted environments
- D. access to HP's Global Mission Critical Solution Center through Priority Recovery

Answer: C

7.Which Mission Critical Service(s) are available as a contract?

- A. Only Proactive Select
- B. Proactive24, Critical Service, and Mission Critical Partnership
- C. Critical Advantage, Critical Service, and Mission Critical Partnership
- D. Proactive Select, Proactive24, Critical Advantage, Critical Service, and Mission Critical Partnership

Answer: A

8.Which deliverables is NOT part of Proactive24? (Select two.)

- A. semi-annual Support Planning Reviews delivered by the Account Support Manager (ASM)
- B. quarterly Support Activity Review delivered by the Remote Support Account Advocate (RSAA)
- C. 30 Proactive Select credits
- D. semi-annual OS patching/hot fix analysis and management
- E. semi-annual hardware firmware analysis and management
- F. access to HP's Global Mission Critical Solution Centre through Priority Recovery
- G. annual System Health check

Answer: A,B

9.Which services have been designed by HP to primarily support Business Critical Server (BCS) environments?

- A. Proactive Select
- B. Mission Critical Partnership
- C. Critical Advantage and Proactive Select
- D. Mission Critical Partnership and Critical Service
- E. Critical Service, Mission Critical Partnership, and Proactive 24

Answer: E

10.What is the Customer Support Team roles assigned to Critical Advantage and Critical Service customers?

- A. Account Support Manager (ASM), Mission Critical Hardware Specialist (MCHS), Remote Support Account Advocate (RSAA), and Business Critical Consultant (BCC)
- B. ASM, MCHS, and RSAA
- C. ASM, MCHS, BCC, and Support Contract Administrator (SCA)
- D. ASM, MCHS, and BCC

Answer: B